

SECRETARY I

GRADE: 10

FLSA: NON-EXEMPT

CHARACTERISTICS OF CLASS:

The Secretary I performs intermediate clerical and secretarial tasks in support of various divisions and individuals within the City with moderate consequences. The work requires a reactive approach supplying and seeking information on specialized matters related to the division/department. The work has limited physical demands and the working conditions are good with little stress. The incumbent's work is directed following prescribed or well established procedures. Work involving the departure from an established routine is given closer supervision.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Serves as information source providing answers about division/department or City services to citizens by telephone and in person.
- Types and compiles a variety of correspondence, reports, forms, etc. from notes, written and verbal instructions and written procedures using word and data processing systems.
- Performs filing duties including file information searches.
- Prepares outgoing correspondence for mailing and distribution including making all necessary copies.
- Establishes, maintains and updates computer records.

- Answers telephone, arranges appointments, takes calls, and answers inquiries.
- Prepares requisitions for purchase of supplies and equipment.
- Takes and makes reservations for facilities; notifies appropriate authorities.
- Notifies appropriate authorities of malfunctioning equipment.
- Sorts and distributes incoming mail.
- Prepares bulletin board and information packets.
- Instructs lower classified employees as assigned.
- Performs all tasks in a safe manner.
- Provides office support as necessary.
- Ensures confidentiality of records and correspondence.
- Performs other duties and tasks as directed.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience equivalent to graduation from high school, including or supplemented by courses in typing and clerical skills or basic business courses. From 1-2 years of secretarial experience preferred. Must have word processing and data processing skills appropriate to the specific position.

Preferred Knowledge, Skills and Abilities:

- Knowledge of secretarial/clerical skills and basic office procedures.
- Knowledge of vocabulary, writing, spelling and communication skills.
- Knowledge of departmental programs, services and procedures.
- May require skill in secretarial duties including word processing and data processing equipment.
- Ability to follow both written and verbal instructions.
- Ability to deal with the public and other employees courteously and tactfully and to convey concise and accurate explanations of policies, procedures and requirements.
- Ability to carry out continuing assignments requiring organizational skills.
- Ability to establish and maintain effective working relationships with other employees, department heads, and the general public.